



Learning From Feedback

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Supposing is good, but finding out is better.

Mark Twain

Today's Purpose

To determine the value of student feedback, and when appropriate, to use selected student feedback to improve teaching and learning

Examples of Surprising Feedback

- **This instructor did not work as part of the team....he didn't help his colleagues..it was very unprofessional.**
- **Instructor is too opinionated! To me it's clear he's intent on insulting those with religious beliefs.**
- **Don't use my work as a class example of what not to do.**
- **Instructor's weight and appearance were unacceptable in a military classroom. Get rid of him!**

Reacting to Surprising Feedback

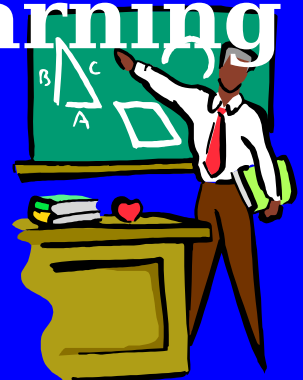
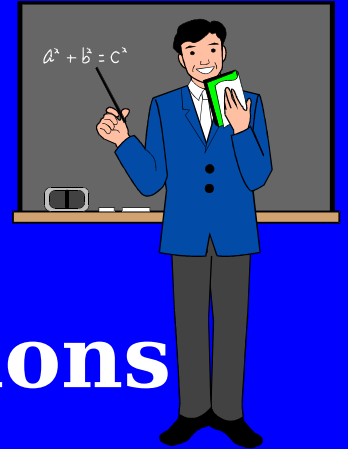
- **Analyze the experience**
 - **Express**
 - **Reflect**
 - **Describe**
- **Determine what can be learned**
- **Make a change as appropriate**

Why Collect Student Assessment of Instructors

- Personnel
decisions

- Help students make decisions

- Improving teaching and learning



Education Vs. Training

- **Train to standards**
- **Training is more demonstrable and measurable**
- **Education is more conceptual**

Factors in Effective Teaching

- **Instructor Skill**
- **Rapport**
- **Course Structure**
- **Workload**

Selected Axioms

- **Don't ask if you don't want to know.**
- **Don't ask students for feedback unless you can and will respond to it.**
- **Always ask: How will knowing the answer to this question help me improve student learning?**
- **Teach how to assess**

The Classroom Situation

- **The class**
 - **Number and type of students**
 - **Readings, delivery**
- **Types of feedback**
 - **Direct**
 - **Indirect**
- **Possible assessments**
 - **Concentrate on student review of instructor**
- **Student Review Form**
 - **Percentages/Averages generated from Likert scale**
 - **Written comments**

Types of Student Feedback

- **Colorful language was in poor taste in an academic environment**
- **Focus on eliminating distracting and irrelevant material in class**
- **Instructor showed no enthusiasm for the material**
- **There needs to be more class discussion**
- **Instructor expects students to read and write too much; course is too much work**

Considerations for Validating Student Comments

- **Assess percentage of students who overall turned in comments**
- **Comment seen in previous classes**
- **Similar comments within this class-frequency**
- **Similar comments among students in concurrent classes-trends**

Considerations for Validating Student Comments (Cont.)

- **Emotional vs. substantive comment**
- **To which characteristics do comments apply?**
 - **Factors in general**
- **Would responding to comment improve learning?**

Taking Action

- **Ignore**
- **Seek trends-continue to collect information**
- **Peer review/assistance**
- **Make changes**
- **Continue to assess feedback**

Student Review of Instructor

Please respond to the following statements concerning your participation in this class, the course itself, and the instructor. Your responses will be used to improve instruction. To indicate whether you disagree or agree with the statements use the scale of 1 to 5 as shown below.

STRONGLY DISAGREE 1 2 3 4 5 STRONGLY AGREE

The Instructor:

1. ____ communicates in an interesting way.
2. ____ stimulates intellectual curiosity.
3. ____ explains clearly.
4. ____ shows empathy for students.
5. ____ interacts well with students and demonstrates concern.
6. ____ laid out course in an organized manner.
7. ____ expects about the right amount of work.
8. ____ sets reasonable standards.

Open-Ended Comments:

The following is the most valuable in this course:

What changes would you recommend for this class and/or instructor?

Any other comments:

Student Review of Instructor

17/20

Please respond to the following statements concerning your participation in this class, the course itself, and the instructor. Your responses will be used to improve instruction. To indicate whether you disagree or agree with the statements use the scale of 1 to 5 as shown below.

STRONGLY DISAGREE 1 2 3 4 5 STRONGLY AGREE

The Instructor:

1. 2.9 communicates in an interesting way.
2. 3.2 stimulates intellectual curiosity.
3. 2.1 explains clearly.
4. 4.6 shows empathy for students.
5. 3.9 interacts well with students and demonstrates concern.
6. 1.9 laid out course in an organized manner.
7. 2.9 expects about the right amount of work.
8. 3.5 sets reasonable standards.

Open-Ended Comments:

The following is the most valuable in this course:

What changes would you recommend for this class and/or instructor?

Any other comments:

In-Class Exercise

- **By group, examine the feedback you've been provided**
 - **Look at it systematically:**
 - **Is there something of value?**
 - **What are your options?**
- **Present findings**

In-Class Exercise

Present findings

Summary

- **Take the responsibility to train students to assess with substance**
- **Be willing and open to change in the effort to improve teaching and learning**
- **Turn the emotional response into a learning experience**
- **Consider and analyze feedback from students in a systematic and organized manner**
- **Continue to collect feedback and assess how you're doing**

QUESTIONS?

COMMENTS?



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